GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:6564
ANSWERED ON:09.05.2002
CHANGE IN RULES REGARDING SURRENDER OF TICKETS AND CLAIMS FOR REFUND OF FARES
RAVINDRA KUMAR PANDEY

Will the Minister of RAILWAYS be pleased to state:

(a) whether the rules relating to surrender of tickets and claim for refund of fares have been changed recently;

(b) if so, the existing rules regarding surrendering of tickets and refund of fares thereof;

(c) whether the fare of surrendered ticket is refunded as per the existing rules;

(d) if so, the number of claims regarding claim for refund for such fare and number of cases disposed off during the last six months and till date; and

(e) the effective steps taken by the Government for facilitating the process relating to quick refund of fares of surrendered tickets?

Answer

MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS AND MINISTER OF STATE IN THE MINISTRY O RAILWAYS (SHRI O. RAJAGOPAL)

(a): No, Sir.

(b): Does not arise.

(c): Yes, Sir.

(d): The details of approximate number of cases received and disposed off during the six month period from 1.10.2001 to 31.3.2002 are as under:

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Opening Balance as on 1.10.2001: 0.10  Lakhs
Fresh Cases received:          1.52  Lakhs
No. of cases reopened:         0.05  Lakhs


Total number of cases for disposal:     1.67  Lakhs
No. of cases disposed:         1.61  Lakhs
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(e): Refund is generally granted on the spot from the computerised system. Apart from that, the Station Managers of important stations have been delegated special discretionary powers to grant refund.